

AREAS OF EXPERTISE

*Microsoft operating systems (server / client)*

*MS Office/MS Projects*

*Intranet /Internet Setup*

*NAS/Proxy Server/Backup*

*Access Control/Biometrics*

*CCTV installation/Configuration*

*Preventative Maintenance*

*Domains, Outlook Mail setup*

*Remote/Desktop Support*

*AD, DNS, DHCP, WDS*

PROFESSIONAL

*Microsoft Certified*

*Professional (MCP)*

*Microsoft Certified*

*Systems Administrator (MCSA)*

*Microsoft Certified*

*Systems Engineer (MCSE)*

*Networking/CCNA*

*CCTV-Analog/IP*

PERSONAL SKILLS

*Troubleshooting*

*Leadership*

*Time management*

PERSONAL DETAILS

*DOB: 02/05/1987*

*Nationality: INDIA*

PRASANTH

IT Administrator

(9 Years of IT Support Experience in INDIA, UAE & OMAN)

[*prashanth.381117@2freemail.com*](file:///C:\Users\SP\Desktop\www.linkedin.com\in\prasanth-mcse)

PERSONAL SUMMARY

A successful IT Administrator with extensive analytical and software experience of investigating and diagnosing network problem and also knowledge of IT operating systems. Multi-talented with good all-round technical skills and the ability to develop and maintain close working relationships with other support teams. Having the personal drive required to deliver a service that exceeds the expectations of colleagues and end users through a positive, well organized and structured work ethic.

Looking for a career advancement opportunity with a company that will challenge my problem solving skills and allow me to develop my knowledge & potential.

WORK EXPERIENCE’S

RAPID ADAPT TECHNOLOGIES LLC, DUBAI–IT ADMINISTRATOR (April 2016-April 2018)

Al MERAAH. LLC, UAE/OMAN – IT & SALES SUPPORT (2014 –2015) KALYAN JEWELLERS INDIAPvt.Ltd, -INDIA-NETWORK ENGINEER (2012 –2014) KALAKAUMUDI PUBLICATIONS Pvt.Ltd – INDIA-SYSTEMS ENGINEER (2010-2012) NADLABS TECHNOLOGIES Pvt.Ltd –INDIA-TECHNICAL SUPPORT (2009-2010)POORNNA INFOSYSTEMS Pvt.Ltd –INDIA-SERVICE ENGINEER (2008-2009)

Work as part of a proactive team of support staff responsible for delivering a high quality, customer-focused professional service. Providing the very highest level of technical support and customer service to internal staff.

*Duties:*

* Updating and monitoring IT user accounts.
* Maintenance & management of the Critical Windows based Server Environment.
* Maintaining up to date Antivirus levels on all machines company wide.
* Managing and monitoring of backups in multiple locations.
* Providing maintenance support and break-fix solutions.
* Follow documented processes i.e. implementing change control procedures.
* Liaising & meeting with external suppliers of IT services.
* Producing reports for senior managers.
* Troubleshooting technical problems and implementing solutions.
* Purchasing of IT Equipment and software in line within agreed budgets.
* Supporting a multi-site IT infrastructure support & IT Projects handling
* Responsible for the fast and accurate troubleshooting of reported faults.
* Providing technical support via helpdesk systems for a wide range of internal &external applications.

KEY SKILLS AND COMPETENCIES

* Organized and disciplined with a passion for Information Technology.
* A positive, high energy team player.
* Knowledge of Software license control.
* Having a passion for providing excellent customer service.
* Customer focused and keen on exceeding expectations

ACADEMIC QUALIFICATIONS

# BSc Computer Science

Diploma in CCTV & Wireless Networking

Diploma in Hardware, Networking & Electronics Systems Maintenance

*I hereby declare that the information furnished above is true to the best of my knowledge*.